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Remarks

This filing is responsive to the **March 8, 2007** Office Action. Reexamination and reconsideration of **claims 1-15** is respectfully requested.

Summary of The Office Action

Claims 1-7 were rejected under 35 U.S.C. §102(e) as being anticipated by Colby et al. (U.S. Pat. No.6,625,643).

Claims 3, 4, and 5 were rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al. (U.S. Pat. No. 6,625,643) in view of Sullivan (U.S. Patent No. 6,615,240).

Claims 8-15 were rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al. (U.S. Patent No. 6,625,643), of Sullivan (U.S. Patent No. 6,615,240), in view of Parupudi et al. (U.S. Patent No. 6,859,829).

No Reply To Applicant's Arguments regarding Colby and Claims 1-7

Applicant notes that the Final Rejection issued on August 10, 2005 rejected claims 1-15 under 35 U.S.C. §102(e) as being anticipated by Colby et al. (USPN 6,625,643). Applicant submitted detailed remarks that pointed out how Colby fails to teach or suggest claims 1-7 in an After Final Amendment. This Amendment and its remarks were entered once the Applicant filed the Request for Continued Examination (RCE).

The Office Action of February 9, 2006 was in response to the RCE and on page 10, the Office Action simply stated "Applicant's arguments with respect to claims 1-15 have been considered but are moot in view of the new ground(s) of rejection." No other comments were provided. Similarly, the current Office Action does not address the arguments made in response to the Office Action of February 9, 2006 with respect to Colby's failure to teach or suggest claims 1-7.

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Applicant respectfully submits that the current rejections to claims 1-7 are identical to the previous rejections issued in the Final Office Action of August 10, 2005 and the Non-Final Office Action of February 9, 2006. Furthermore, the rationale for the rejections are identical including each sentence and column citation to Colby. As such, the current Office Action provides no response to Applicant's previous arguments that explain how the claims distinguish over Colby.

Applicant respectfully submits that the lack of response to Applicant's arguments does not advance prosecution of the application as required by the MPEP. Without a rebuttal from the Examiner, Applicant has no way of knowing what the Examiner considered and forces the Applicant to simply repeat all arguments once again, thus not advancing prosecution. Applicant has made a good faith effort to address and explain the cited teachings of Colby. If the Examiner believes the Applicant's explanations of Colby are incorrect, then the Examiner should submit rebuttal evidence showing why Applicant's explanations are incorrect.

The Claims Patentably Distinguish Over the References of Record

Independent Claim 1

Claim 1 was rejected under 35 U.S.C. §102(e) as being anticipated by Colby et al. (U.S. Pat. No.6,625,643).

Applicant respectfully submits that the cited sections of Colby do not teach or suggest each and every element of claim 1 and thus Colby fails to support the rejection. For example, the Office Action cites Colby, column 4, lines 5-22 as teaching the claimed feature of returning technical support documents that relate to the activated event. This section is discussed as follows:

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Colby, column 4, lines 5-22, are reproduced below in the left column. Applicant's comments are in the right column. As can be seen, there is no mention of returning technical documents as claimed.

"The invention is described below, with reference to several detailed illustrative embodiments. It will be apparent that the invention can be embodied in a wide variety of forms, some of which may be quite different from those of the disclosed embodiments." Col. 4, lines 3-7.	No mention of returning technical documents to the device.
Consequently, the specific structural and functional details disclosed herein are merely representative and do not limit the scope of the invention." Col. 4, lines 7-9.	No mention of returning technical documents to the device.
"FIG. 1 provides an overview of the main components of one embodiment of a system incorporating the teachings of the invention. A Topology Manager 20 manages broadcast events that are served from Data Stream Servers 22 to User Terminals 24 over a Data Network 26 such as the Internet." Col. 4, lines 10-14.	No mention of returning technical documents to the device.
"In one embodiment, the Topology Manager is a redundant set of software components that run on one or more Windows NT Workstation systems." Col. 4, lines 15-17.	No mention of returning technical documents to the device.
"The Topology Manager, using information obtained from a Scheduler 28, automatically commits resources and sets up network interconnections to produce a broadcast session on the system network." Col. 4, lines 17-20.	No mention of returning technical documents to the device.
"To track and allocate resources, the Topology Manager stores resource and event information in a Database 30." Col. 4, lines 20-22.	No mention of returning technical documents to the device.

Therefore, Colby fails to teach each and every limitation of claim 1 and thus fails to support a proper §102 rejection. The rejection must be withdrawn. Applicant further repeats the previous arguments relating to Colby made in the previously submitted responses, which have yet to be addressed by the Examiner as stated above.

Since claim 1 recites features not taught or suggested by the reference, claim 1 patentably distinguishes over the reference. Accordingly, dependent claims 2 and 6 also patentably distinguish over the reference and are in condition for allowance.

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Independent Claim 3

Claims 3, 4 and 5 were rejected under 35 U.S.C. §102(e) as being anticipated by Colby; however, the Office Action does not provide any basis for this rejection. (See, Office Action at pages 2-4). The Office Action further provides that "Colby does not explicitly teach produced an error" which is recited in independent claim 3. (Office Action, page 5). As such, the 102 rejection of claims 3, 4 and 5 is improper and should be withdrawn.

Claims 3, 4, and 5 were further rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al. in view of Sullivan. Claim 3 includes language from claim 1, which has been shown to distinguish over Colby. Therefore, the rejection is not supported for at least this reason. Sullivan has been cited to cure the shortcoming of Colby for teaching "produced an error". Applicant points out that claim 3 recites "determining whether the most recently activated event produced an error" and not simply "produced an error". Thus, the basis of the rejection is incomplete.

Sullivan is directed to a method for automated technical support in a computer network having a client machine, and at least one server from which live help is available. (Sullivan, Abstract). The cited section of Sullivan provides, in pertinent part, "[t]he display of this error message has prompted the user to request technical support." Thus, Sullivan fails to teach or suggest the recited "determining whether the most recently activated event produced an error." Thus, combining Sullivan with Colby fails to teach or suggest claim 3 and the rejection must be withdrawn.

Therefore, claim 3 patentably distinguishes over the references of record and is in condition for allowance. Accordingly, dependent claims 4 and 5 also patentably distinguish over the references and are in condition for allowance.

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Independent Claim 7

Claim 7 was rejected under 35 U.S.C. §102(e) as being anticipated by Colby. Claim 7 is directed to a method and recites in response to receiving a help command, identifying an event which has occurred on a peripheral device where the event has produced an error; using a default uniform resource locator to transmit a request to a web server; and, where the request causes the web server to return one or more technical support documents which relate to the error. Colby does not teach or suggest these features. Accordingly, claim 7 patentably distinguishes over the reference of record.

Colby is directed to a system and method for resource management on a data network. (Colby, Title). The Office Action provides that "in response to receiving a help command, identifying an event which has occurred on a peripheral device where the event has produced an error" is taught by Colby at col. 24, lines 1-5. The cited portion of Colby provides:

> Clicking on the event icon will produce a list of events currently running. Clicking on the event name will produce a report of resources allocated to and used by the event. The Status View home page will contain the entry point to the. Manual Operation home page. (Colby, col. 24, lines 1-5).

Thus, Colby does not teach or suggest in response to receiving a help command, identifying an event which has occurred on a peripheral device where the event has produced an error. This is recognized in the Office Action: "Colby does not explicitly teach produced an error." (Office Action at page 5.)

Since claim 7 recites features not taught or suggested by the references of record, claim 7 patentably distinguishes over the references of record and is in condition for allowance.

Independent Claim 8

Claim 8 recites a computer program product that causes a computer to obtain a most recently activated event from a device state table in a peripheral device, request a default

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uniform resource locater, and return one or more technical support documents relating to the activating event.

Claims 8-15 were rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al., of Sullivan, in view of Parupudi et al. (U.S. Patent No. 6,859,829). This rejection starts on page 7 of the Office Action. The Office Action cites Colby column 6, lines 16-56 and column 29, lines 8-43 as teaching the recited element of "obtain a most recently activated event from a device state table in a peripheral device." Column 6, lines 16-56 describe a network Topology Manager and thus fails to mention anything about a peripheral device state table or obtaining events from such a state table. Colby, column 29, lines 8-43, mentions an EventMsg table on line 9, which is a table in a database (col. 29, lines 12-13, "Events table of the Sybase database"). One of ordinary skill in the art understands that a database table is not a peripheral device state table as claim. Thus, the rejection is not supported by the references and must be withdrawn for at least this reason.

Claim 8 further recites "return one or more technical support documents relating to the activating event". As explained with reference to claim 1 above, Colby fails to teach this feature and Colby fails to support a proper obviousness rejection. Thus, claim 8 patentably distinguishes over the references of record and is in condition for allowance.

Independent Claim 9

Claim 9 was rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al., of Sullivan, in view of Parupudi et al. Claim 9 is directed to a computer program product and recites select an event on a peripheral device where the event has produced an error message; obtain a default uniform resource locator from firmware of the peripheral device; use the default uniform resource locator to transmit to a remote computer a request that identifies at least one of the selected event and the error message; and, return to the peripheral device one or more technical support documents relating to the error message. Colby, Sullivan and/or Parupudi, individually and/or in combination, do not teach or suggest these features. Accordingly, claim 9 patentably distinguishes over the references of record.

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As discussed previously, Colby is directed to a system and method for resource management on a data network. (Colby, Title). The Office Action provides that "select an event on a peripheral device where the event has produced an error message" is taught by Colby at col. 24, lines 1-5. The cited portion of Colby relate to clicking on an event name to produce a report of resources allocated to and used by the event. (See, Colby at col. 24, lines 1-5). Thus, Colby does not teach or suggest to select an event on a peripheral device where the event has produced an error message. Further, the Office Action recognizes that "Colby does not explicitly teach produced an error." (Office Action at page 5.)

Since claim 9 recites features not taught or suggested by the references of record, claim 9 patentably distinguishes over the references of record and is in condition for allowance.

Independent Claim 10

Claim 10 was rejected under 35 U.S.C. §103(a) as being unpatentable over Colby et al., of Sullivan, in view of Parupudi et al. Claim 10 is directed to a system for providing technical support documents to a peripheral device via the Internet and recites a peripheral device having a web client, the peripheral device being configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator. Colby, Sullivan and/or Parupudi, individually and/or in combination, do not teach or suggest these features. Accordingly, claim 10 patentably distinguishes over the references of record.

As noted above, Colby is directed to a system and method for resource management on a data network. (Colby, Title). The Office Action provides that "the peripheral device being configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator" is taught by Colby at col. 8, lines 36-53). The cited portion of Colby relates to operation of a Topology Manager. (Colby, col. 8, line 11). Colby does not teach or suggest the peripheral device being
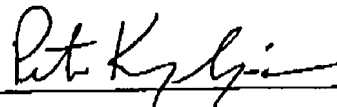
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configured to request, in response to an error event, a relevant technical support document from a web server using a default uniform resource locator. Further, the Office Action recognizes that "Colby does not explicitly teach produced an error." (Office Action at page 5.) Thus, Colby fails to support the rejection for which it is relied upon and fails to establish a prima facie obviousness rejection when combined with Sullivan and/or Parupudi. The rejection should be withdrawn.

Since claim 10 recites features not taught or suggested by the references of record, claim 10 patentably distinguishes over the references of record and is in condition for allowance. Accordingly, dependent claims 11-15 also patentably distinguish over the reference and are in condition for allowance

Conclusion

For the reasons set forth above, **claims 1-15** patentably and unobviously distinguish over the references and are allowable. An early allowance of all claims is earnestly solicited.

Respectfully submitted,

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